

All articles: General Troubleshooting

The following is a collection of general troubleshooting hints that in our experience can solve most of the problems concerning software installation, system crashes and performance issues.

- * Make sure your computer system meets all system requirements for the software you are using.
- * Install all the latest service packs and updates for your operating system.
- * Make sure all hardware accelerators are activated using the tab “display” in the program DXDIAG.
- * In case you are using a screen saver, make sure to switch it of before starting your game.
- * Install the latest drivers for your graphics card and sound card. The installed drivers have to be compatible with your version of DirectX. (Please refer e.g. to www.nvidia.de, www.ati.de,...)
- * Reinstall the latest version of Microsoft DirectX. You can download it directly from www.microsoft.com
- * Install the latest drivers for your motherboard. (Please refer e.g. to VIA, Intel, SIS,...)
- * Install an appropriate driver for your screen and – in case you are not using a flat screen – define a fixed refresh rate between 72 Hz and 85 Hz.
- * The colour depth should be set to at least 16 bit (high colour). (From the start menu select Control Panels › Display and use the tab „Settings“.)
- * The size of the display fonts should be set to “small”.
- * In the windows device manager, make sure there are no device conflicts. You can recognize conflicts by a yellow exclamation mark in the device manager. (To open the device manager, right-click on “My Computer” and select “Properties”.. Select the tab “Hardware” and click on “device manager”
- * Make sure there is enough free space available on your hard disk. Use the programs “ScanDisk” and “Defrag” to check and to clean up your hard disk.

All articles: General Troubleshooting

* Remove unnecessary files from the folders C:Temp and C:WindowsTemp and from the temporary folder of your user account.

* Uninstall the software, manually delete the softwares program folder and restart the computer before reinstalling the software.

* Close all unnecessary active background processes. (virus scanner, messenger, virtual drives, Winstyler...)

* In MS Windows 9x/ME press the keys "Ctrl", "ALT" and "Del" at the same time to open the task manager. Select the tab "processes" and close all processes except for "Explorer" and "Systray", by selecting the task from the list and pressing "End Task".

* In Windows 2000/XP press the keys "Ctrl", "ALT" and "Del" at the same time to open the task manager. Select the tab "processes" and close all processes except for

- System idle process
- system
- smss.exe
- csrss.exe
- winlogon.exe
- services.exe
- lsass.exe
- svchost.exe (there might be multiple instances)
- explorer.exe
- spoolsv.exe
- taskmgr.exe
- wscntfy.exe
- wmiprvse.exe

Also check for active applications in the system tray on the lower right corner of the screen beneath the clock. In many cases you can end the applications by a right-click on the symbol and selecting "quit".

* Make sure to install the game using a user account with administrator rights. Do not use the auto run windows but start the installation manually from the windows explorer.

* Check our internet sites for the latest patches available for the software you are using and make sure they are installed properly

* Please observe that lately there is a heightened probability for unwanted software on personal

All articles: General Troubleshooting

computers. This includes virus, worms and spy ware. To make sure that problems on your computer system are not caused by this kind of software, you should check your system regularly – especially if you are connected to the internet. Virus scanners should always be using the latest update of their virus database.

To remove spy ware e.g. the following free software is recommendable

[Spybot Search & Destroy](#)

[AdAware](#)

If you experience problems after taking these general troubleshooting hints into account, please contact our technical support. Please refer to [Contact the Technical Support Team](#)

Author: Koch Media UK Admin
Last update: 2006-07-17 11:14